

CAREWare 6 Overview

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What You Need to Know About CAREWare 6

CAREWare 6 is different than CAREWare 5 in many ways. Here are some things you need to know:

1. When you open a client record, it will open a new tab on your browser. Make sure you close the record after entering in all necessary information. If you don't, it will keep the record open in that tab even if you move on to a new client.

The screenshot shows the 'Demographics' tab in the CAREWare 6 interface. On the left is a vertical menu with various options. The 'Close' button at the bottom of this menu is highlighted with a red rectangle. The main content area displays client information for 'Doolittle, Kimberly'.

Demographics	
Personal Info	Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971
Change URN	KMD00212712U
Contact Information	2799 W. Grand Blvd Detroit, MI 48202
Race/Ethnicity	White
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012
Common Notes	This is something everyone needs to know. For example: Preferred name Address Change Phone Number Change
Provider Notes	No description supplied
Other Core Information	View or Edit the client's Other Core Information information
CW6 Special Info-mation	View or Edit the client's CW6 Special Info-mation information

2. You navigate the client's record through the menu options located on the left-hand side of the record. When you want to move from one tab to the other, simply click the tab on the left-hand side. It will take you to that tab. For example, if you want to add a case note, click it.

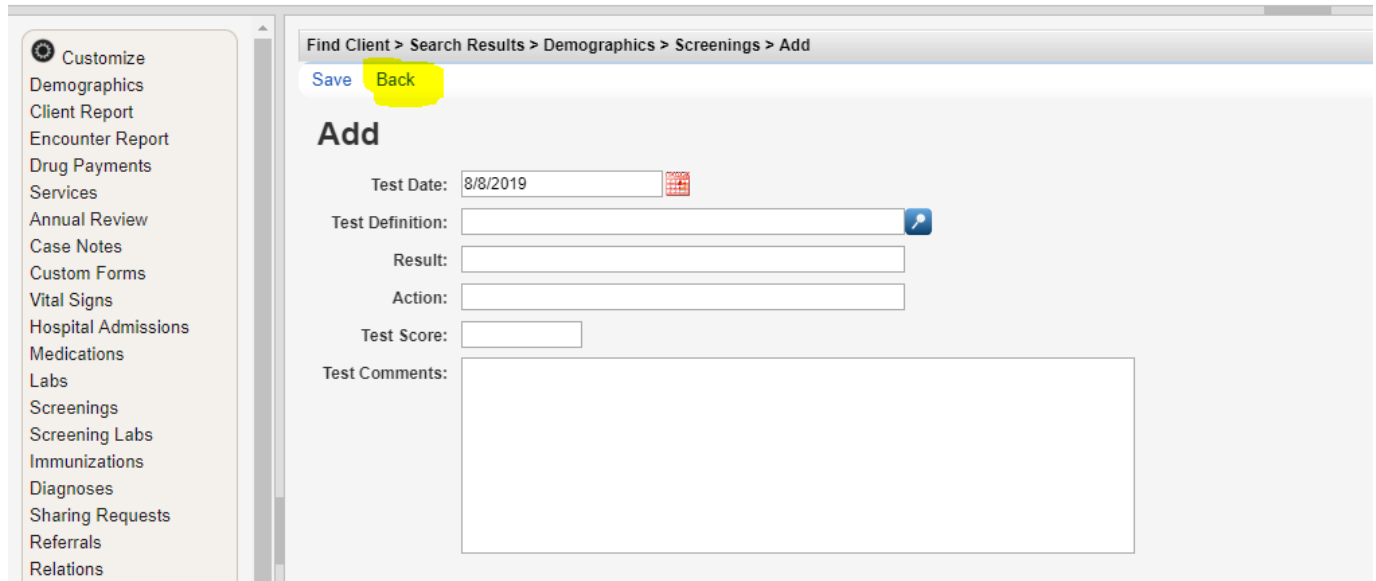
This screenshot is similar to the previous one but highlights the left-hand menu with a red border. The menu contains the following options: Customize, Demographics, Client Report, Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, Relations, Counseling and Testing, Pregnancy History, Orders, Hobbies, Custom Subform, Adherence, Appointments, Cap On Charges, User Messages, Search Change Details, Duplicate Client, Performance Measure Status, External Links, and Close.

Demographics	
Personal Info	Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971
Change URN	KMD00212712U
Contact Information	2799 W. Grand Blvd Detroit, MI 48202
Race/Ethnicity	White
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012
Common Notes	This is something everyone needs to know. For example: Preferred name Address Change Phone Number Change
Provider Notes	No description supplied
Other Core Information	View or Edit the client's Other Core Information information
CW6 Special Info-mation	View or Edit the client's CW6 Special Info-mation information

What You Need to Know About CAREWare 6 Continued....

3. If you are in the middle of adding any record, whether it is a service, lab, etc., you will not be able to access anything else. For example, if you are in the middle of adding a screening lab and want to add a service, you must either:

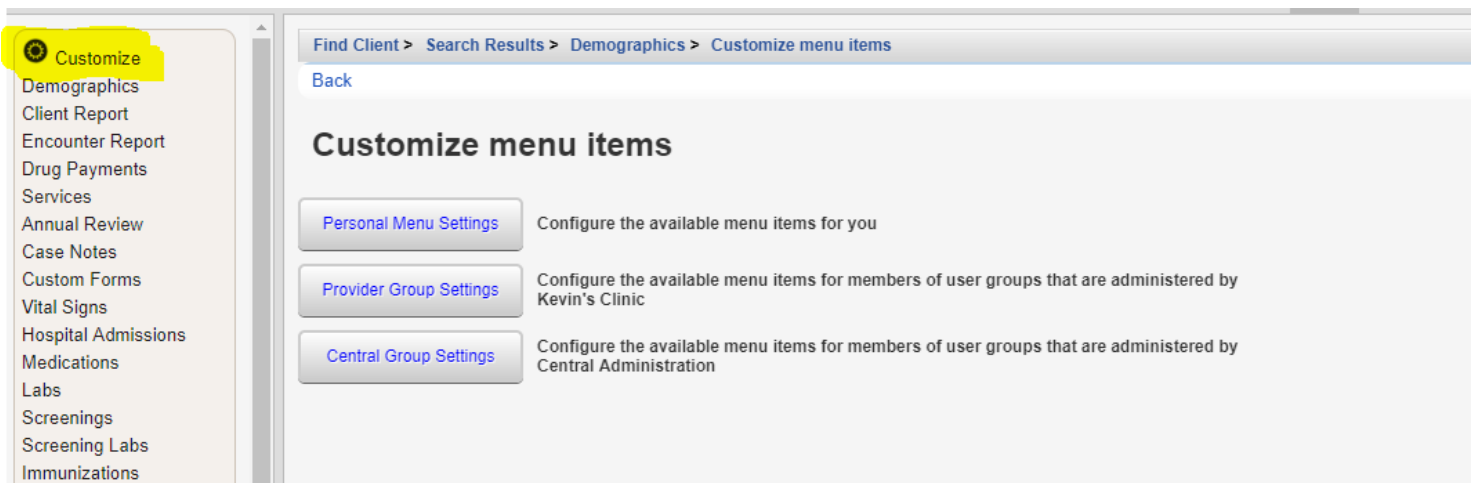
1. Add the current record and save it
2. Click the **Back** button



The screenshot shows the 'Add' screen for Screenings in CAREWare 6. The breadcrumb trail at the top reads: 'Find Client > Search Results > Demographics > Screenings > Add'. Below the trail are two buttons: 'Save' and 'Back'. The 'Back' button is highlighted with a yellow box. The main form area is titled 'Add' and contains the following fields: 'Test Date' (with a date picker set to 8/8/2019), 'Test Definition' (with a dropdown arrow), 'Result' (text input), 'Action' (text input), 'Test Score' (text input), and 'Test Comments' (a large text area). On the left side, there is a vertical menu with various options. The 'Customize' option at the top of this menu is highlighted with a yellow box.

If you try to access the menu on the left-hand side without doing one of the two things listed above, nothing will happen.

4. The **Customize** link allows you to configure the available menu items you see on the left-hand side. **It is not recommended to customize the menu;** instead, leave all of the options available. That way, you don't have to worry about leaving out a menu item that you may need in the future.



The screenshot shows the 'Customize menu items' screen in CAREWare 6. The breadcrumb trail at the top reads: 'Find Client > Search Results > Demographics > Customize menu items'. Below the trail is a 'Back' button. The main heading is 'Customize menu items'. There are three settings sections, each with a button and a description: 'Personal Menu Settings' (Configure the available menu items for you), 'Provider Group Settings' (Configure the available menu items for members of user groups that are administered by Kevin's Clinic), and 'Central Group Settings' (Configure the available menu items for members of user groups that are administered by Central Administration). On the left side, there is a vertical menu. The 'Customize' option at the top of this menu is highlighted with a yellow box.

How To Add a Client

1. Select **Add Client** . A new tab will open.



2. Enter the Last Name, First Name, Middle Name, Gender, and Date of Birth. All fields must be completed in order to add the client.

3. Click **Add**.

Note: Please enter the name, gender, and date of birth on the **license or other government issued document**.

Note: If the client already exists in CAREWare, you will be prompted with this message. If this happens, select the client and **view more information** to determine if this is the same client. If so, select "This is the same client." If this is not the same client, select "This is a new client."



How To Find a Client

1. Select **Find Client**.

Department of Health and Human Services
HRSA
Health Resources and Services Administration

Customize
Add Client
Find Client
Reports
Rapid Entry
Appointments
My Settings
System Information
System Messages
Administrative Options
Switch Providers
Log Off

This is a test notification

2. A new tab will open. Enter the Last Name and First Name, or Client ID/URN.
3. Select **Client Search**.

Note:

By selecting “active only,” you narrow down the results list to only populate active clients. If you want to view all of your clients, regardless of enrollment status, uncheck the box.

Department of Health and Human Services
HRSA
Health Resources and Services Administration

This is a test notification


More trainings on the way for IT admin and central administrators

Find Client
Client Search

Find Client

Last Name:

First Name:

DOB: 

ClientID:

URNorEURN:

Encrypted UCI:

Active Only: ☒

This is the Demographics Page—Main Page

The screenshot shows a software interface for a client's demographics. On the left is a sidebar with a list of navigation options: Customize, Demographics, Client Report (highlighted), Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, Relations, Counseling and Testing, Pregnancy History, Orders, Hobbies, Custom Subform, Adherence, Appointments, Cap On Charges, User Messages, Search Change Details, Duplicate Client, Performance Measure Status, External Links, and Close. The main content area is titled 'Demographics' and includes links for 'Delete Client' and 'Back'. Below the title is a 'Demographics' section with several blue-lettered tabs: Personal Info, Change URN, Contact Information, Race/Ethnicity, HIV Risk Factors, Vital Enrollment Status, Eligibility, HIV Status, Common Notes, Provider Notes, Other Core Information, and CW6 Special Info-mation. Each tab has associated information displayed to its right.

Tab	Information
Personal Info	Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971
Change URN	KMDO0212712U
Contact Information	2799 W. Grand Blvd Detroit, MI 48202
Race/Ethnicity	White
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012
Common Notes	This is something everyone needs to know. For example: Preferred name Address Change Phone Number Change
Provider Notes	No description supplied
Other Core Information	View or Edit the client's Other Core Information information
CW6 Special Info-mation	View or Edit the client's CW6 Special Info-mation information

This page holds all of the basic client information. Here are a few things you need to know:

- Once you add a client, you **cannot** change the First Name, Last Name, Gender, or Date of Birth. If one of these fields need to be changed, you **must** contact the CAREWare data team.
- In order to add any records (such as Race/Ethnicity, HIV Risk Factor, or Contact Information) you must click the blue lettered tabs of the category you wish to edit (located in the middle of the page).
- All information on the demographic page is displayed next to the blue lettered tabs.
- Common notes are not permanent and can be viewed, edited, or deleted by anyone who has access to the client record. Therefore, common notes should only be used when it is something you want everyone to know about the client. If you want to enter something that will be permanently saved in CAREWare or is personal to the client, then enter it into **Case Notes**.
- Everything on the demographics page—with the exception of custom tabs, eligibility status, case notes, enrollment date and status—is shared with other providers that are also providing services to the client and can be changed by those providers.
- Custom tabs are now located on the demographics page.
- The left-hand side is how you will navigate all of the tabs of the client's record.

How to Add Information to the Demographics Page

1. From the main page, you can add, view, and edit various demographic information. To add or edit information, click the blue lettered tab of the category you wish to view or edit.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. On the left is a sidebar menu with various categories. The 'Contact Information' tab is highlighted in yellow. The main content area shows fields for Personal Info, Change URN, Contact Information, Race/Ethnicity, HIV Risk Factors, Vital Enrollment Status, Eligibility, HIV Status, Common Notes, Provider Notes, Other Core Information, and CW6 Special Information.

Category	Value
Personal Info	Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971
Change URN	KMDO0212712U
Contact Information	2799 W. Grand Blvd Detroit, MI 48202
Race/Ethnicity	White
HIV Risk Factors	Heterosexual
Vital Enrollment Status	Vital Status: Alive Current Status: Active
Eligibility	Not Eligible for Ryan White
HIV Status	HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012
Common Notes	Preferred name Address Change Phone Number Change
Provider Notes	No description supplied
Other Core Information	View or Edit the client's Other Core Information information
CW6 Special Information	View or Edit the client's CW6 Special Info-mation information

2. The tab will open. Enter all relevant information.

3. **Save.**

Note: Some information has to be entered using a drop down menu. If a category has a drop down menu next to it, you must choose from the list provided.

The screenshot shows the 'Contact Information' form. Fields include Address, City, State, County, Zip Code, and Phone. There are dropdown menus for State, County, and Phone Type. Red circles highlight the dropdown arrows for State, County, and Phone Type.

Find Client > Demographics > Contact Information

Save Cancel

Contact Information

Address: 2799 W. Grand Blvd.
City: Detroit
State: Michigan
County: Wayne
Zip Code: 48207
Phone: 3139165266

Include in mailing label reports?: ☐

Mailing Address:
Mailing City:
Mailing State:
Mailing Zip Code:
Alt. Phone 1:
Phone Type (Alt. Phone 1):
Alt. Phone 2:
Phone Type (Alt. Phone 2):

After you save, you will be taken back to the main page. You can view and edit other categories by clicking the blue tab of the category you wish to view and follow the same instructions. Some categories will require you to enter data while others will require you to check the appropriate box.

How To Edit Enrollment Status

When you add a client to CAREWare, the enrollment status will automatically be **Active** and vital status will be **Alive**. However, that information could change. The client may be discharged from your agency or become inactive. You will need to add a record to reflect that. If enrollment or vital status changes, follow these instructions:

1. Open a client record. Enrollment Status is located on the demographics page.
2. Select **Vital Enrollment Status**.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. The left sidebar contains a menu with various options, including 'Vital Enrollment Status' which is highlighted. The main content area shows the client's information, including name, gender, date of birth, and address. The 'Vital Enrollment Status' section is highlighted with a red box, showing 'Vital Status: Alive' and 'Current Status: Active'.

3. Enter the NEW **Enrollment** or **Vital Status**. Choose from the dropdown menu.
4. **Save**.

The screenshot shows the 'Vital Enrollment Status' form. The 'Enrollment Status' dropdown is set to 'Referred or Discharged', 'Enrollment Date' is 8/26/2008, 'Latest Eligibility Status' is 'Ryan White Eligible', 'Vital Status' dropdown is set to 'Alive', 'Case Closed Date' is 08/30/2019, and 'Date of Death' is empty. The 'Save' button is highlighted.

Note: When you change enrollment status from active, you will be prompted to enter a **Case Closed Date**. You will also be prompted to enter a **Date of Death** if you change vital status to deceased.

How To Add Eligibility Records

If a client has ever received a Ryan White funded service (Part A, B, C, D), they must be marked as **Ryan White Eligible**. This has to be done at the time of the first Ryan White funded service.

When you add a client to CAREWare, the default status will always be “Not Eligible for Ryan White.”

Therefore, every time you add a new client, you must create a record that documents the eligibility status. To document eligibility, follow the instructions below:

1. Open the client record. Eligibility is located on the demographics page.
2. Select **Eligibility**.

Note: You can find out if a client has any eligibility records by looking at the information next to **Eligibility**. For more details, click **eligibility**. It will show you a history of all records.

The screenshot shows the 'Demographics' page for a client named Kimberly Doolittle. The left sidebar contains a list of menu items, with 'Eligibility' highlighted. The main content area shows various client information tabs, including 'Personal Info', 'Change URN', 'Contact Information', 'Race/Ethnicity', 'HIV Risk Factors', 'Vital Enrollment Status', 'Eligibility', 'HIV Status', 'Common Notes', 'Provider Notes', 'Other Core Information', and 'CW6 Special Info-mation'. The 'Eligibility' tab is selected and highlighted with a red box, displaying the status 'Not Eligible for Ryan White'.

3. Select **Add**.

The screenshot shows the 'Eligibility History' page. The left sidebar contains a list of menu items, with 'Add' highlighted in yellow. The main content area shows a table with columns: Date, Is Eligible, Funding Source, Ryan White Funded, Comment, Client Documents, Enrollment End Date, and Eligibility Document. The 'Add' button is highlighted in yellow.

4. Enter the **Eligibility Date, Eligibility Status, & Funding Source**.

5. Select **Save**.

Find Client > Search Results > Demographics > Eligibility > Add

Save Cancel

Add

Eligibility Date: 4/1/2019

Is Eligible: Yes

Funding Source: Part A

Comment:

6. Once you save the record, the client will be marked as eligible.

Find Client > Search Results > Demographics > Eligibility

View Add Edit Delete Back Print or Export

Eligibility History

Search:

Date	Is Eligible	Funding Source	Ryan White Funded	Comment
04/01/2019	Yes	Part A	Yes	

Clients may receive Ryan White funding from multiple sources. An eligibility record must be created for each funding source in which the client is being served. Once you add a record, CAREWare will create a history that will allow you to track all funding sources over time.

Discharging a Client

1. When a client is **DISCHARGED** from your agency and you enter a case closed date, you will need to update the eligibility status records. You must enter a **NEW** record that marks the client as NOT eligible for the funding source.
2. Do not edit any previous eligibility records; just add a new record. If you adjust old records, it may appear that you provided services to someone who was not eligible. **YOU DO NOT WANT THIS.**
3. When you return to the demographics page, the client record will be updated.

How To Add Case Notes

1. Open the client record.
2. Select **Case Notes** from the menu of links on the left-hand side of the record.

The screenshot shows the 'Demographics' page for a client record. On the left is a vertical menu with various options, including 'Case Notes' which is highlighted with a yellow box. The main content area has a breadcrumb trail 'Find Client > Demographics' and a 'Back' link. Below this is the 'Demographics' header. A series of buttons are listed on the left, each corresponding to a section of client information on the right: 'Personal Info' (Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971), 'Change URN' (KMD00212712U), 'Contact Information' (2799 W. Grand Blvd Detroit, MI 48202), 'Race/Ethnicity' (White), 'HIV Risk Factors' (Heterosexual), 'Vital Enrollment Status' (Vital Status: Alive Current Status: Active), 'Eligibility' (Not Eligible for Ryan White), 'HIV Status' (HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012), 'Common Notes' (This is something everyone needs to know. For example: Preferred name, Address Change, Phone Number Change), 'Provider Notes' (No description supplied), 'Other Core Information' (View or Edit the client's Other Core Information information), and 'CW6 Special Info-mation' (View or Edit the client's CW6 Special Info-mation information).

3. Select **Case Note Entry**.

The screenshot shows the 'Case Notes' page for a client record. The breadcrumb trail is 'Find Client > Demographics > Case Notes' with a 'Back' link. The 'Case Notes' header is followed by two buttons: 'Case Note Entry' (highlighted with a yellow box) and 'Case Note Report'. The 'Case Note Entry' button is accompanied by the text 'Enter a new case note for the client', and the 'Case Note Report' button is accompanied by the text 'Run a report on case notes entered for this client'. The left-hand menu is visible, showing the 'Case Notes' option selected.

4. Select **Add**.

The screenshot shows a web application interface. On the left is a sidebar menu with items: Customize, Demographics, Client Report, Encounter Report, Drug Payments, Insurance Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, and Relations. The main area has a breadcrumb trail: Find Client > Demographics > Case Notes > Case Note Entry. Below the breadcrumb are links: View, Add (highlighted in yellow), Add With Templates, Delete, Manage Templates, Help, Back, and Print or Export. The title 'Case Notes' is displayed. Below the title is a search bar labeled 'Search:'. At the bottom is a table with headers: Date, Provider, Author, and Case Note.

5. Enter the **Date** of service and **Author** name (if applicable).

6. Enter **Case Note**.

7. **Save**.

The screenshot shows the 'Add' form in the Case Notes interface. The breadcrumb trail is: Find Client > Demographics > Case Notes > Case Note Entry > Add. Below the breadcrumb are links: Save (highlighted in yellow) and Back. The title 'Add' is displayed. Below the title are fields: Date (with a calendar icon), Add Service (checkbox), Author (with a dropdown arrow), and Case Note (a large text area).

Note: If you select the **Add Service** box, you will be directed to the services tab where you can enter the service for the client. This is a short cut to adding a service.

How To Add a Service

1. Open a client record. Select the **Services** tab from the menu of links on the left-hand side of the client record.

The screenshot shows the 'Demographics' tab selected in the left-hand menu. The main content area displays client information for Kimberly Doolittle, including personal info, URN, contact information, race/ethnicity, and HIV risk factors.

Find Client > Demographics
Delete Client Back

Demographics

Personal Info Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971

Change URN KMDO0212712U

Contact Information 2799 W. Grand Blvd
Detroit, MI 48202

Race/Ethnicity White

HIV Risk Factors Heterosexual

2. Select **Add**.

The screenshot shows the 'Services' tab selected in the left-hand menu. The main content area displays a table of services provided to the client, including dates, subservices, contracts, units, prices, totals, amounts received, and providers.

Find Client > Search Results > Demographics > Services
View **Add** Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units	Price	Total	Amount Received	Provider	Ser
12/05/2014	MCM Face-to-face	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/19/2014	Mental Health Scre	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/17/2014	Mental Health Scre	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/17/2014	Nurse Visit	First Contract	1	\$0.00	\$0.00	\$0.00	Kevin's Clinic	
11/17/2014	MCM Face-to-face	First Contract	1	\$1.00	\$1.00	\$0.00	Kevin's Clinic	
11/17/2014	Non MCM	First Contract	1	\$0.01	\$0.01	\$0.00	Kevin's Clinic	
11/17/2014	Dental Cleaning	First Contract	1	\$1.00	\$1.00	\$0.00	Kevin's Clinic	

3. Enter the **Date** the service was provided and select the **Service Name** from the subservice drop down list.

The screenshot shows the 'Add Service' form. The client name is Kimberly Doolittle. The date is 8/20/2019. The service name is Food Bank/Home-delivered Meals. A red box highlights the search icon in the service name field.

Find Client > Demographics > Services > Add Service
Next Back

Add

Client: Kimberly Doolittle

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

Note: You cannot scroll through the drop down menu. Therefore, if you need to add a service that doesn't immediately appear when you click the drop down menu, enter the first couple of letters in the search box. From there, you can select the correct service.

How To Add a Service Continued....

4. Once you enter the date and service, click **Next**. This will take you to the next phase of adding a service.

Find Client > Demographics > Services > Add Service

Next Back

Add

Client: Kimberly Doolittle

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

5. Enter the correct **Contract** and **Units**.

6. **Save**.

Find Client > Demographics > Services > Add Service > Add Service

Save Back

Next

Client: Kimberly Doolittle

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

Contract: Part A

Units: 1

Price: 0.00 \$

Total: 0.00 \$

7. If you need to edit a service, select the service that needs editing and then click **View**. From there, you can edit the service by selecting **Edit**.

Find Client > Demographics > Services

View Add Delete Receipts Help Print or Export

Services

Search:

Date	Subservice	Contract	Units	Price	Total	Amount Received	Provider	Service Comment	Cognitive
08/20/2019	Food Bank/Home-delivered M	Part A	1	\$0.00	\$0.00	\$0.00	Kevin's Clinic		
06/03/2019	Medical Case Management	Part A	2	\$0.00	\$0.00	\$0.00	Kevin's Clinic		

Find Client > Demographics > Services > View

Edit Receipts Back

View

Provider: Kevin's Clinic

Date: 8/20/2019

Service Name: Food Bank/Home-delivered Meals

Contract: Part A

Units: 1

Price: 0.00 \$

Total: 0.00 \$

8. **Save**.

How to Navigate the Annual Review Tab

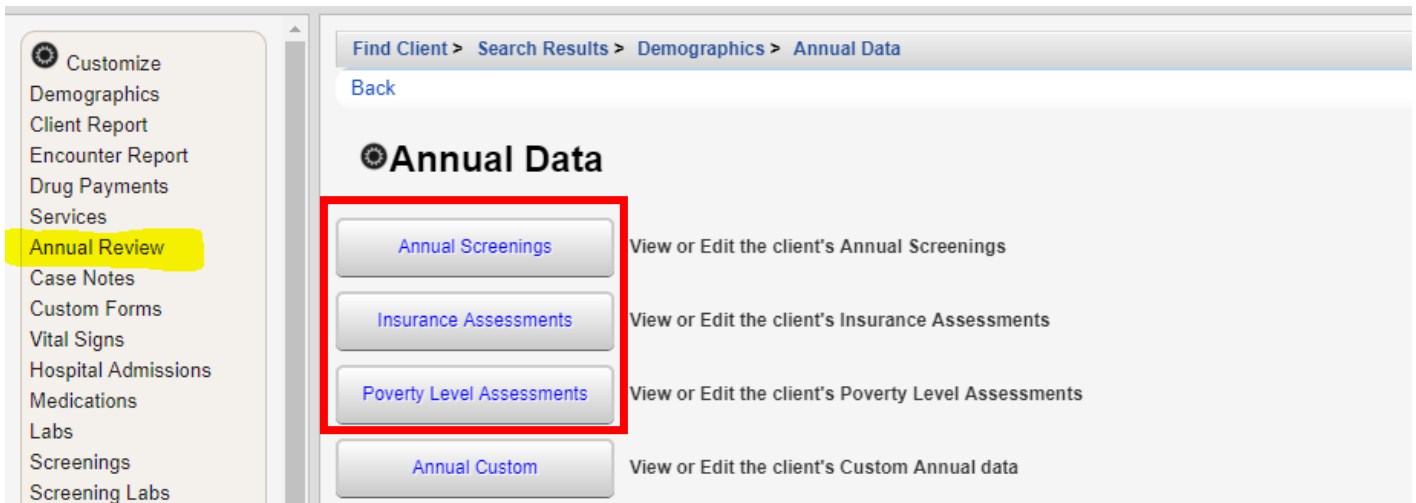
Annually, CAREWare users are required to review and update a series of fields. These include the following:

- **Insurance**
- **Federal Poverty Level**
- **Housing Arrangement**
- HIV Risk Reduction Counseling
- Mental Health and Substance Abuse Screenings
- HIV Primary Care Visits

The three bolded fields are RSR-required and must be completed for any client who received a Ryan White funded service during the reporting year.

Entering Annual Review Data

1. Open a client record. Select the **Annual Review** tab from the menu of links on the left-hand side of the client record.
2. Select the field in which you would like to add a record.



3. Select **Add**.



How To Enter Annual Review Data Continued....

4. Enter the **Date**, and select **Type**, **Result**, and **Counseled By** (if applicable).
5. **Save**.

The screenshot shows the 'Add' form for Annual Screenings. The breadcrumb trail is 'Find Client > Search Results > Demographics > Annual Data > Annual Screenings > Add'. The 'Save' button is highlighted in yellow. The form fields are: Date (8/1/2019), Type (HIV Risk Reduction Counseling), Result (Yes), and Counseled By (Primary care clinician). Each field has a dropdown arrow on the right.

Customize
Demographics
Client Report
Encounter Report
Drug Payments
Services
Annual Review
Case Notes
Custom Forms
Vital Signs
Hospital Admissions
Medications
Labs

Find Client > Search Results > Demographics > Annual Data > Annual Screenings > Add

Save Cancel

Add

Date: 8/1/2019

Type: HIV Risk Reduction Counseling

Result: Yes

Counseled By: Primary care clinician

6. If you need to edit an annual review record, select the record in which you would like to edit and then select **Edit**.

The screenshot shows the 'Annual Screenings' table. The breadcrumb trail is 'Find Client > Search Results > Demographics > Annual Data > Annual Screenings'. The 'Edit' button is highlighted in yellow. The table has columns: Date, Type, Result, and Counseled By. The first row is selected.

Find Client > Search Results > Demographics > Annual Data > Annual Screenings

View Add Edit Delete Back Help Print or Export

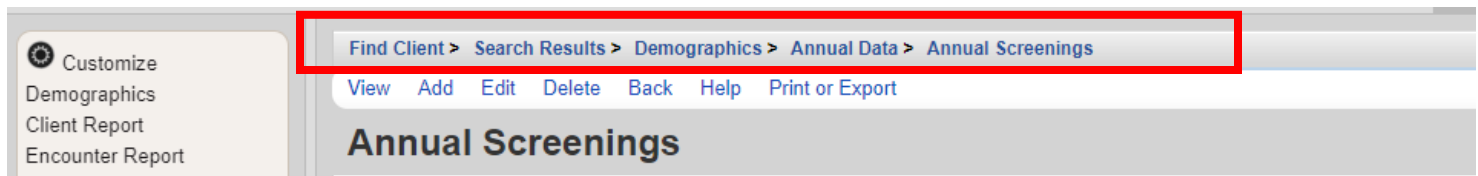
Annual Screenings

Search:

Date	Type	Result	Counseled By
08/01/2019	HIV Risk Reduction Counseling	Yes	Primary care clinician
12/31/2011	HIV Risk Reduction Counseling	Yes	
12/31/2011	Mental Health	Yes	
12/31/2011	Substance Abuse	Yes	
12/31/2011	Housing Arrangement	Stable/Permanent	
12/31/2011	HIV Primary Care	Hospital outpatient	

That will take you back to the field and will allow you to make all the necessary changes. After making the changes, select **Save**.

Note: CAREWare 6 works by navigating tabs, and there are tabs within tabs. If you need to navigate while in a tab, you will need to use the sub-tabs. Below is what a sub-tab looks like. Click the back or next button in order to move through the different phases.



How To Add a Medication

1. Open a client record. Select the **Medications** from the menu of links on the left-hand side of the client record.
2. You can view the client's current medications, past medications, allergies, and add new medications. To add or edit a medication, select **All (Start, Stop, Change)**.

3. Select **Start**.

Medication Name	Abbreviation	Form	Units	Strength (mg)	Dose	Frequency	Total Dose
Sustiva (efavirenz)	EFV		1	1	1	Once a day (qd)	1
Epivir (lamivudine)	3TC		1	1	1	Once a day (qd)	1

4. From the drop down menu, select the **Start Date, Medication Name, Units, Form, Strength, Frequency, Indication** and comments (if necessary).
5. **Save**.

How To Edit a Medication

1. If you need to edit a medication, select the medication you would like to change and click **View**.

The screenshot shows the 'All Medications' page. On the left is a sidebar with a 'Customize' icon and a list of menu items: Demographics, Client Report, Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, and Medications. The main content area has a breadcrumb trail: 'Find Client > Search Results > Demographics > Client Medications > All Medications'. Below the breadcrumb are buttons: 'View' (highlighted in yellow), 'Start', 'Start Regimen', 'Stop', 'Delete', 'Back', and 'Print or Export'. The title 'All Medications' is centered. Below it is a search bar. A table lists medications with columns: Medication Name, Abbreviation, Form, Units, Strength (mg), Dose, Frequency, Total Dose, and Indication. The table contains three rows: Sustiva (efavirenz) EFV, Epiriv (lamivudine) 3TC, and Vitakta (elvitegravir) ELV. The 'Vitakta (elvitegravir) ELV' row is highlighted in blue.

Medication Name	Abbreviation	Form	Units	Strength (mg)	Dose	Frequency	Total Dose	Indication
Sustiva (efavirenz)	EFV		1	1	1	Once a day (qd)	1	ART
Epiriv (lamivudine)	3TC		1	1	1	Once a day (qd)	1	ART
Vitakta (elvitegravir)	ELV	Chewable Tablets	1	20	20	Every 12 hours (q12h)	40	ART

2. From there, you can either correct a data error or change the dose.
3. Either select **Correct Data Error** or **Change Dose**.

This screenshot shows the 'View' page for the selected medication. The breadcrumb trail is 'Find Client > Search Results > Demographics > Client Medications > All Medications > View'. Below the breadcrumb are buttons: 'Correct Data Error' (highlighted in yellow), 'Change Dose', and 'Back'. The title 'View' is centered. The form contains the following fields: Start Date (7/1/2019), Medication Name (Vitakta (elvitegravir)), Units (1), Form (Chewable Tablets), and Strength (20 mg).

This screenshot is identical to the previous one, showing the 'View' page for the medication. The breadcrumb trail is 'Find Client > Search Results > Demographics > Client Medications > All Medications > View'. Below the breadcrumb are buttons: 'Correct Data Error' (highlighted in yellow), 'Change Dose', and 'Back'. The title 'View' is centered. The form contains the following fields: Start Date (7/1/2019), Medication Name (Vitakta (elvitegravir)), Units (1), Form (Chewable Tablets), and Strength (20 mg).

4. Once you make all of the necessary changes, **Save** the record.

This screenshot shows the 'Change Dose' page. The breadcrumb trail is 'Find Client > Search Results > Demographics > Client Medications > All Medications > View > Change Dose'. Below the breadcrumb are buttons: 'Save' (highlighted in yellow) and 'Cancel'. The title 'Change Dose' is centered. The form contains the following fields: Change Date (8/1/2019), Medication (elvitegravir), Current Units (1), Current Strength (20 mg), and Current Frequency (Every 12 hours (q12h)). A red box highlights the 'New Units', 'New Strength', and 'New Frequency' fields. The 'New Units' field is empty, the 'New Strength' field contains '50 mg', and the 'New Frequency' field contains 'Every 6 hours (q6h)'.

How To Add a Lab/Screening Lab/Screening

1. Open a client record. Select **Labs** or **Screening Labs** or **Screenings** from the menu of links on the left-hand side of the client record. Each is a different tab, but the information is entered the same way.

Find Client > Search Results > Demographics > Labs

View Add Delete HL7 Source Help Print or Export

Labs

Search:

Date	Test Name	Test Operator	Test Result	Assay	Provider	Comment
01/04/2018	Viral Load	=	20		Kevin's Clinic	

2. Click **Add**.

Find Client > Search Results > Demographics > Labs

View **Add** Delete HL7 Source Help Print or Export

Labs

Search:

Date	Test Name	Test Operator	Test Result	Assay	Provider	Comment
01/04/2018	Viral Load	=	20		Kevin's Clinic	

3. Under the drop down menu, select the appropriate **lab**, **test operator**, and the **result**.
4. **Save**.

Find Client > Search Results > Demographics > Labs > Add

Save Back

Add

Date: 8/8/2019

Lab: CD4 Count

Test Operator: =

Test Result: 252 (cells/mm³)

Comment: Only add a comment if necessary |

Note: You cannot scroll through the drop down menu. In order to access the necessary lab, type in the first couple of letters of the lab in the search box.

How To Navigate a Custom Tab/Field

Some agencies utilize custom tabs. In CAREWare 6, custom tabs are the last three links at the bottom of the demographics page. However, the names of the tabs have not changed. Therefore, the name in CAREWare 6 will be the same name that was in CAREWare 5.

If your tab was never given a name, then the default name will be Custom Tab 1, Custom Tab 2, or Custom Tab 3.

The screenshot displays the CAREWare 6 interface. On the left is a vertical sidebar with a list of menu items: Customize, Demographics, Client Report, Encounter Report, Drug Payments, Services, Annual Review, Case Notes, Custom Forms, Vital Signs, Hospital Admissions, Medications, Labs, Screenings, Screening Labs, Immunizations, Diagnoses, Sharing Requests, Referrals, Relations, Counseling and Testing, Pregnancy History, Orders, Hobbies, Custom Subform, Adherence, Appointments, Cap On Charges, User Messages, Search Change Details, Duplicate Client, Performance Measure Status, External Links, and Close. The main content area is titled 'Find Client > Demographics' and includes 'Delete Client' and 'Back' links. Below this is a 'Demographics' section with several tabs: Personal Info, Change URN, Contact Information, Race/Ethnicity, HIV Risk Factors, Vital Enrollment Status, Eligibility, HIV Status, Common Notes, Provider Notes, Other Core Information, CW6 Special Information, and Linkage. Each tab displays client data for Kimberly Doolittle, including name, gender, date of birth, URN, address, race, ethnicity, sexual orientation, vital status, eligibility, HIV status, and notes. The last three tabs (Other Core Information, CW6 Special Information, and Linkage) are highlighted in yellow.

Every custom tab will look different, but the way you enter a record will be the same. Just remember the following:

1. If a custom tab has a drop down menu, you must select a field from that menu.
2. You cannot scroll through the drop down list. Therefore, type in the first couple of letters of the field name and it will appear.
3. If a custom tab requires a check mark, all you have to do is check the appropriate box.
4. If you want to close out of a custom tab before completion, simply click **Cancel**. That will take you back to the demographics page of that client's record.

How To Enter a Custom Tab/Field Record

1. Click the custom tab that you need to access.

Find Client > Demographics

Delete Client Back

Demographics

Personal Info Name: Doolittle, Kimberly Gender: Female DOB: 02/12/1971

Change URN KMDO0212712U

Contact Information 2799 W. Grand Blvd
Detroit, MI 48202

Race/Ethnicity White

HIV Risk Factors Heterosexual

Vital Enrollment Status Vital Status: Alive Current Status: Active

Eligibility Not Eligible for Ryan White

HIV Status HIV-positive (AIDS status unknown) Estimated HIV Date: 02/12/2012

Common Notes This is something everyone needs to know. For example:
Preferred name
Address Change
Phone Number Change

Provider Notes No description supplied

Other Core Information View or Edit the client's Other Core Information information

CW6 Special Information View or Edit the client's CW6 Special Info-mation information

Linkage View or Edit the client's Linkage information

2. Click **Edit**.

Find Client > Demographics > Other Core Information

Edit Back

Other Core Information

Client Documents: [0 Attachments](#) (Access in view mode only)

Preferred Name:

Eligibility Documents: [0 Attachments](#) (Access in view mode only)

testmemo:

hyperlink: <https://www.google.com/>

MD EVS Site: <https://encrypt.emdhealthchoice.org/medicaid/>

Agency Case Manager:

3. Add all of the necessary information.

4. **Save.**

Find Client > Demographics > Other Core Information

Save Cancel

Other Core Information

Client Documents: [0 Attachments](#) (Access in view mode only)

Preferred Name: Preferred name is Kim

Eligibility Documents: [0 Attachments](#) (Access in view mode only)

testmemo:

hyperlink: <https://www.google.com/>

MD EVS Site: <https://encrypt.emdhealthchoice.org/medicaid/>

Agency Case Manager: Genna Owens

What You Must Enter into CAREWare for the Ryan White Services Report (RSR)

The Ryan White HIV/AIDS Programs Services Report (RSR) is a client-level data reporting requirement that monitors the characteristics of Ryan White HIV/AIDS Program Parts recipients, providers, and clients served. All Ryan White HIV/AIDS Program-funded recipients (Parts A-D) and their contracted service providers are required to report client-level data annually to the HIV/AIDS Bureau through the RSR.

In order to limit the amount of data clean up that has to be done at the end of the year, it is imperative that you enter in all of the relevant information that is needed for the report. **Below is a list of items that must be entered in CAREWare for the RSR:**

Located under the **Demographics** tab

1. Enrollment Status
2. Vital Status (Alive, Deceased)
3. Race/Ethnicity (includes Asian and Hispanic Subgroups)
4. Gender
5. HIV Status
6. HIV Risk Factor

Located under the **Annual Review** tab

7. Housing Status
8. Poverty Level
9. Medical Insurance

Located under the **Medications** tab

10. ART Medications

Located under the **Services** tab

11. Services Provided

Located under the **Labs** tab

12. CD4/Viral Load Tests

This guide was created in partnership with **Michigan Department of Health & Human Services**.

Ryan White Part A Program



Please contact Genna Owens (owensg@detroitmi.gov or 313.300.7731) with any questions.